

<b>Title</b>	<b>Demonstrate knowledge of hospitality facility utilisation</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is for experienced people requiring knowledge of the management of commercial hospitality facilities.</p> <p>People credited with this unit standard are able to demonstrate knowledge of hospitality facility utilisation.</p>
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<b>Classification</b>	Hospitality > Hospitality Management
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*Establishment requirements* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

*Hospitality facility* – any venue specifically operated to provide accommodation, conferences, food and beverage service, or other activity related to the provision of hospitality service to customers and users.

### 2 References

Reference texts may include but are not limited to – Hayes, D.K., Ninemeier, J.D., Miller, A.A. (2011), *Hotel operations management*, 3rd ed. Boston: Pearson; Vallen, G., Vallen, J. (2014), *Check-in check-out: managing hotel operations*. 9<sup>th</sup> ed. Harlow, Essex: Pearson Education.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of hospitality facility utilisation.

**Performance criteria**

1.1 Hospitality facility and its utilisation are assessed in relation to existing and future productivity.

Range facility includes but is not limited to – condition, size, range of products and services offered, market position; utilisation includes but is not limited to – occupancy, function numbers, function types, patronage, yield.

1.2 Suitability of hospitality facilities to different market segments is explained in accordance with reference texts and establishment requirements.

1.3 The use of hospitality facilities in relation to seasonality is explained in accordance with reference texts and establishment requirements.

1.4 Marketing strategies to improve use of premises are developed, taking into account current market trends.

Range evidence of three strategies is required.

<b>Planned review date</b>	31 December 2023
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	17 August 1999	31 December 2012
Revision	2	15 November 2002	31 December 2012
Review	3	26 April 2005	31 December 2012
Review	4	22 October 2010	31 December 2017
Review	5	20 February 2014	31 December 2020
Review	6	25 January 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.